



Tech Note:
ViewMail® for Microsoft® Messaging
“How to Patch Outlook® XP”

1. What Outlook XP patches are needed for VMM?

Outlook XP must be updated to SP3 in order for VMM to work properly.

2. How do I update Outlook XP to the required SP3 level?

Checking for Updates from within Outlook:

The easiest way is to open Outlook, go to Help and click on "Check for Updates." The user will be directed to Microsoft's updates site and provided with a list of required updates. Installing them will ensure that the Outlook XP fixes needed by VMM are installed on the machine. This method will bring Outlook XP to Microsoft's most recently available version.

Check for updates from Microsoft's web site:

Alternatively, from the same PC on which Outlook XP is installed, go to this site: <http://office.microsoft.com/OfficeUpdate/default.aspx> and click on "Check for Updates." Again the user will be provided with a list of updates needed for Outlook XP. Installing them will ensure that the fixes needed by VMM are installed on the machine. This method will also bring Outlook XP to Microsoft's most recently available version.

3. How do I verify that Outlook SP3 has been installed?

To check the version of Outlook, go to Help --> About Microsoft Outlook. The first line should contain the text "SP3".